





**Mayor's Action Center**  
Service Level Attainment Compliance  
February 2012

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Top 5 Service request	Animal (1,397)	Trash (1,082)	Chuckhole (618)	Abandoned Vehicle (234)	Zoning Violation (185)